

ISD NEWS & VIEWS

Information Services Division

A Newsletter Dedicated To Information Technology In The State Of Montana



FEB 02 1995



Internet for Libraries

Access to the Internet is vital in a state as large, remote, and sparsely populated as Montana, and the state's citizens need adequate information access if they are to remain competitive in our rapidly advancing, global society and economy.

The Montana State Library has been working for several years toward providing Internet access to libraries, schools, and hospitals throughout Montana. The State Library, Information Services Division (ISD), Information Technology Advisory Council (ITAC), Montana Telecommunications Advisory Council (MTAC), various libraries, and other organizations have all put effort into attaining this goal. These groups and others realize that as isolated as Montana is from major metropolitan centers, it could still be "at the heart" of information access if the state could provide access to the Internet.

"The Montana State Library has been working for several years toward providing Internet access to libraries, schools, and hospitals throughout Montana."

January 1995
Volume 12 No. 7

Before Internet access became available through the State's information infrastructure, access was acquired for our staff from two different Internet service providers. As access has become available from the State, we have expanded our services to include library patron access on a limited basis. These efforts will continue and will expand as we approach the goal of statewide access to the Internet for libraries.

In cooperation with ISD and with Lewis and Clark Public Library's Reference Point project, the agency has installed a terminal server which allows Helena area librarians dial-up access to the Internet. The Reference Point project is also providing training for librarians throughout the state on Internet access.

The Library provides a hypermedia interface (i.e. Mosaic or Netscape--Windows-based Internet access tools) to its natural resource data and plans to add access to the public

access catalog in the next biennium.

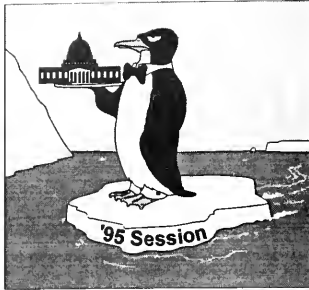
Other improvements planned include: a hypermedia interface for all Reference Point kiosks; a Gopher

interface; access for library patrons by way of METNET, and access for medical librarians in the Helena area.

The Natural Resource Information System (NRIS), in conjunction with the Montana Interagency Geographic Information System (GIS) Technical Working Group (ITWG), has received a grant from the Federal Geographic Data Committee to facilitate access to GIS data and information about GIS data on the Internet. This project, along with those described above, will help

ensure that the State Library, in cooperation with a great number of other agencies both inside and outside of state government, will be in a position to facilitate Internet access for all Montana libraries.

For more information, please contact Vicki Terbovich (444-5431) or Jim Senkler (444-0537) from the Montana State Library.



Serving Up Legislative Information For '95 Session

General Assistance Telephone Numbers

Legislative Council
(1-406-444-3064)

- How to get/use services offered by the Legislative Council

Dept. of Administration/Customer
Support Center
(1-406-444-2000)

- How to connect to the State BBS or Bill Status Systems

Montana State Bulletin Board System (BBS)

Local Helena callers
(444-5648)

- Free

Other callers within Montana
(1-800-962-1729)

- Free

Out-of-state callers
(1-406-444-5648)

- Telephone line charges

Bill Status System Public Access

Bill Status Public Access
(1-900-225-4300)

- \$2 first minute, \$1 each additional minute

Leave a Message/Fax for your Legislator

To leave a message by phone
(1-406-444-4800)

To leave a message by fax
(1-900-225-1600)

- \$2 first minute, \$1 each additional minute

Legislative Information Office

(1-406-444-4800)

Calendar of Events

January 2:

Observed New Year's Day

January 6:

Oracle/PowerBuilder User
Group Meeting, 9:00-12:00,
Helena College of
Technology

January 12:

ITAC Meeting, 8:30-10:30,
DNRC Room 111

January 12:

GIS Seminar—Gael Bissell,
FW&P, presentation on
statewide wildlife
distribution project.
Montana State Library
Conference Room 208.
Questions—call Kris
Larson (444-5691)

January 16:

Observed Martin Luther
King Day

January 20:

GIS Seminar—Gerry
Daumiller, Montana State
Library GIS Program, half-
day workshop on
projections. Montana
State Library Conference
Room 208. Questions—call
Kris Larson (444-5691)

February 1:

ITMG Meeting

February 17:

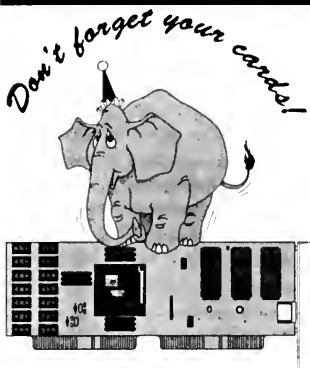
GIS Seminar—Allan Cox,
NRIS, presentation on the
National Spatial Data
Infrastructure & an update
on what's happening with
NSDI in Montana. Montana
State Library Conference
Room 208. Questions—
call Kris Larson (444-5691)

February 20:

Observed Washington's
and Lincoln's Birthday

What's Inside

Internet for Libraries	1
Legislative Information	2
Calendar of Events	2
Word About Surplus Computers...	3
Training In the State of Montana .	3
Relational Database/SQL CBT ...	4
Color Plotter and Color Printer ..	4
Computer Billing System	5
Exploring Intelligent Hubs	5
News from the Video World	5
IVR In the State of Montana	6
MOPUG December Meeting	6
ITAC Meeting Update	7
ITMG December Meeting	7
WordPerfect 6.1 Now Available ..	7
Managing Documents In WP 6.0 .	8
Lotus 1-2-3 Headers/Footers	9
File Corruption In Lotus 1-2-3 ...	9
Freelance Graphics 2.01	10
Professional File - BEWARE! ...	10
Windows Freebie - SCHEDULER	11
Disaster Recovery Test	11
DASD/Cartridge Tape Drives ...	12
Term Contract Status	12
ISD Customer Support	13
Deadline/Editor's Note	13
Training Calendar	14



A Word about Surplus Computers...

We recently discovered that State agencies may inadvertently be surplussing PCs with the network interface card still installed.

We'd like to caution people about continuing this practice for two primary reasons: (1) if you are the agency surplussing the computer, unless you remove the network card and return it to ISD, you are still being assessed the \$40.00 monthly rate for connectivity; and (2) if you are the receiving agency, you may plug the computer into an existing token-ring jack and cause an overload on your network ring or create a beaconing condition due to the card being positioned at a different megabyte speed.

In either case, ISD would appreciate being notified when you add or remove a workstation from your network so that we can continue to monitor and troubleshoot network problems as they arise. Your continued cooperation will enable us to provide effective and efficient network management.

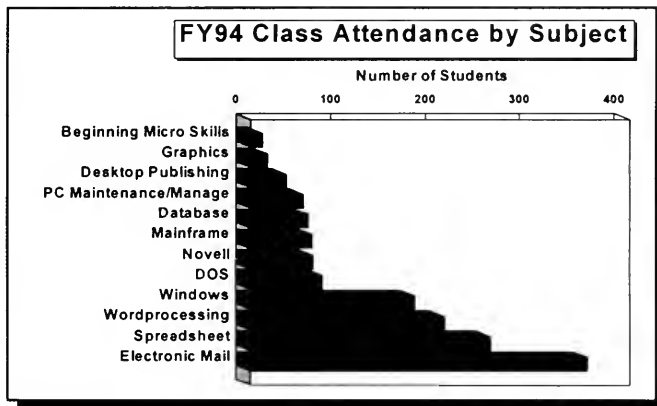
Oh...one other reminder...don't forget about cleaning up those hard drives. You just never know WHO may end up with YOUR old computer!!

Training in the State of Montana

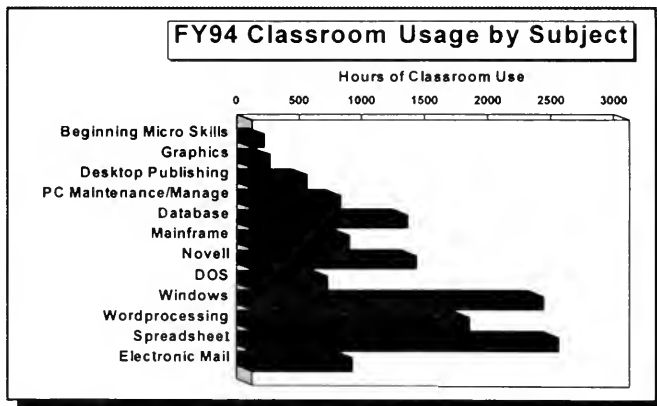
"As a state we need to provide a greater variety of curriculum and delivery methods by making available to the agencies more computer-based training on the state's network, taking advantage of METNET to deliver training, relying on contractors for specialized application specific training, and making available a state training facility that agencies can use to provide training when needed." an excerpt from ITAC's 1994 *Information Technology Strategic Plan*.

As noted above, training is an important part of the State's strategic planning. Below are two graphs showing training statistics during FY94. Graph 1 depicts the number of students who attended classes broken down by class subject. A different perspective can be seen in Graph 2 which shows the number of classroom hours devoted to each class subject.

A related article on how ISD is providing agencies more Computer-Based Training (CBT) follows.



Graph 1



Graph 2



Free Training... Relational Database and SQL Computer- Based Training

ISD has purchased relational database and SQL Computer-Based Training (CBT) from Relational Courseware, Inc. This CBT (as well as other CBT, videos, tutorials, and books owned by ISD) can be checked out by State employees from the Helena College of Technology Library. The CBT comes complete with everything that's needed for students to take the course, including: instructions for using the CBT, the training, tests, and lab exercises. You do not need to complete the whole CBT course at one sitting--the CBT keeps track of your status in the course and the next time you start, the CBT will resume where you left off. ISD recommends that you use your ACF2 ID for the CBT's Student Code when you are prompted to enter it. *This is Windows-based CBT and requires that Windows be installed on the PC being used for the courses.*

The CBT is available in a number of ways: First, all of the CBT classes are available standalone and may be checked out from the Helena College of Technology Library. You will then need to install the software on your own PC. Contact Lois Baker (444-2743) to check out this CBT. Second, if you prefer or if you do not have Windows available on your

PC, there is a dedicated PC at the Helena College of Technology Library waiting for you with the CBT software installed. For information, contact Lois Baker (444-2743). Third, if you have Windows on your PC and you are connected to the Novell backbone, you may access the CBT courses from ISD's Value Added Server (DOA_VAS_001). At press time, the last four classes were installed, and the rest will be installed soon.

The CBT courses include:

- Understanding Relational Databases
- Introduction to Relational Databases and SQL
- Logical Database Design
- Using SQL*Plus
- Advanced SQL*Plus
- Application Programming with Pro*C
- Student Assessment Module
- Oracle V7 Administration
- Advanced Oracle V7 Administration
- SQL*NET and the Multi-Threaded Server
- Oracle Version 7 Tuning

To gain access to the CBT on the Novell backbone, simply authenticate yourself to ISD's Value Added Server (DOA_VAS_001) if you are a user of NetWare 4.02. If you are not running NetWare 4.02, just login to DOA_VAS_001 using the GUESTxxx ID assigned to your agency. You must map drive G: to the GUEST directory using the command:

**MAP ROOT G:=DOA_VAS_001/
SYS:GUEST.** Then copy the .GRP file

G:\TRAINING\ORACLE\RCICBT.GRP to your Windows program directory, and add a new Group icon to your Windows Program Manager. If you have any questions about gaining access to ISD's DOA_VAS_001 server, what your agency's GUESTxxx ID is, or adding the new CBT icon to your

Windows Program Manager, contact your Network Administrator. The CBT located on the Novell backbone allows access to five simultaneous users.

Manuals for all of the CBT courses may be checked out from the Helena College of Technology Library by contacting Lois Baker (444-2743). Questions on server access and Windows setup should first be directed to your Network Administrator. Further questions can be directed to ISD at 444-2000.

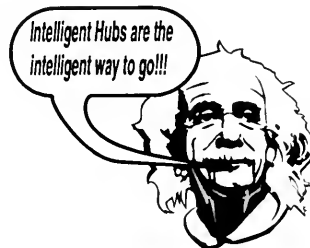
Color Plotter and Color Printer

ISD has purchased a Hewlett Packard DesignJet color plotter and a Hewlett Packard XL300 PaintJet color printer, and is preparing to make these devices available for agency use via the network backbone. The DesignJet is an "E" size color plotter that uses inkjet technology to print page sizes up to 34" x 28" (and larger with some software packages). It can be used from most PC applications with the proper drivers installed. (WordPerfect is a known exception.) The XL300 is an inkjet printer as well, that can print 8 1/2" x 11" or 11" x 17" page sizes. It works well with most PC applications, with little or no difficulty.

As stated, ISD is preparing to make these devices available on the campus backbone in the near future, but for now if you need color printouts, or would like a demonstration of these printers' capabilities, contact Denny Knapp (444-2072) of End User Systems Support or Sherry Leone (444-2597) of Computer Operations.

A Feature of the Computer Billing System

The Computer Billing System automatically provides the cost/responsibility center coding on the No Warrant Transfer for the state agency paying computing charges. The cost centers that are utilized are based solely on an agency's input. Agency review is required to ensure that this information is up-to-date and reliable. In doing so, that helps ensure this information serves its purpose in aiding state agencies to transact their invoice payments. Contact Teresa Enger (444-1830) from the Financial Services Unit if you desire more information.



Exploring Intelligent Hubs

Recently, the Capitol Complex fiber ring was expanded to incorporate five more buildings (see *ISD News & Views*, November 1994). The Capitol Complex fiber ring is quickly expanding and so is the need for equipment that will utilize the technology provided by fiber. That is why two design groups in ISD (the

Technology, Development, & Design group and the Telecommunication Policy & Development group), have begun exploring the use of *intelligent hubs* for the State.

An intelligent hub would essentially take the place of a Multi-Station Access Unit (MSAU). The MSAU used by the State today provides a physical interconnection between workstations and the token ring network. The differences between an MSAU and an intelligent hub are significant. While the MSAU simply provides a physical interconnection, an intelligent hub will provide:

- The ability to run either 16MB service, FDDI, or ATM
- The ability to monitor and diagnose the backbone network:
 - Clean-up signals on the ring
 - Extend lobe distances
 - Monitor real time
 - Look graphically at all the hubs on the backbone
- Definitive billing implementations
- Fault tolerance
- Scalable architecture for a wide range of needs
- Manageability (will be able to increase bandwidth as needed)
- Protocol independence

So what does all this techno-babble mean to me??? Bottom line--greater stability at higher speeds for individuals attached to the network. This equates to less downtime--and more productive time! That's right.... the phrase "the network is

down" will no longer be a part of our vocabulary. And if the network did experience a problem, it would be identified

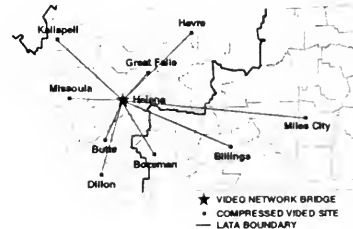
quickly and repaired so you wouldn't miss one minute of work time. Isn't technology great!

"So what does all this techno-babble mean to me??? Bottom line--greater stability at higher speeds for individuals attached to the network."



News from the Video World

The state's METNET Interactive Video Network will be adding two new university sites in January. One will be at Western Montana College of The University of Montana in Dillon. The other will be at Montana State University-Northern in Havre. The equipment being installed will be the newest platforms available from Compression Labs, Inc.--the Distance Learning versions of the



Radiance System, which include twin 32" monitors and a custom CLI sound package. This will bring the total number of sites in our METNET system to 10! These new sites instantly exhaust our existing video bridge, so we will also be installing a new Multipoint Control Unit (v.2) which will be initially equipped for 12 sites, but can be expanded to manage 28 sites. Although we have done several point-to-point video conferences to locations outside of Montana, the new bridge will allow us to use the new compressed video industry "standards", thus allowing us to bridge any two or more of our sites to non-CLI video equipment. Then we can accommodate multiple site video conference requests to nearly any non-METNET location in the country.

We are working with Mike Billings, of SRS, and his staff to create a custom designed video conference area in the auditorium of the SRS building. This will become a multiple use facility which can be used by other state agencies for conferences and classes.

Additionally, the Montana Department of Transportation is putting in a satellite (VSAT)-based compressed video unit which will also be able to be connected into the METNET system for expansion of their training programs and provide us another Helena site for further flexibility.

Clearly, the METNET Interactive Video Network has become an actively utilized, very accessible, respected, and USEFUL tool to the State of Montana.

IVR in the State of Montana

Interactive Voice Response (IVR) is closer to becoming a reality for the State of Montana. IVR systems replace or augment human operators and associated computer terminals. Callers may access computerized information on a 24-hour basis simply by pressing the keys on their touch tone telephones or through voice input. An IVR system automatically answers each telephone call, prompts the call by describing the various services and information available, and provides the information requested by retrieving such information from a host computer. For example, the Department of Revenue will initially use the system for public access to give status on State Income Tax returns. The Department of Labor & Industry will use the system for people to update their status for unemployment benefits. SRS will use the system for their clients to



determine status of child support payments. The Department of Justice is looking at the potential for title search, license history, and eventually title renewal. According to the latest schedule, the IVR hardware is slated to be on-site the third week of December 1994. Installation and testing is scheduled for that week. Testing of the applications for the Departments of Revenue and Labor and Industry is now scheduled to be complete by mid-January 1995.



MOPUG December Meeting

Nominations were taken for the 1995 officers. They are: President - Tony Noble, Vice-President - Dave Howse, Secretary - Carl Jarrett, and Meeting Coordinator - Ted Plaggemeyer. The election will be

held at the January 6, 1995 meeting.

A demonstration of Oracle CASE tools was given by Kyle McDonald (303/850-2247) and Joe Calisheski from the Oracle Corporation. The products demonstrated were Oracle Designer, Oracle Dictionary, and Oracle Forms Generator. Some of the more salient points were:

- The CASE tools require a large investment, not only of money but also of time, in order to become proficient with the tools.
- Case Designer contains several diagramming tools: Entity-Relationship diagrammer, Function Hierarchy diagrammer, Dataflow diagrammer, and Matrix diagrammer.
- Case Dictionary is the repository for the case tools and also generates the SQL scripts for creating the designed database.
- Case Forms Generator creates Oracle Forms screens and menus based on the information in the Case Dictionary.
- The reverse engineering features help prevent loss of changes that are made to an application outside of the case tools.
- For organizations that are not using the Oracle presentation tools (i.e. Oracle Forms and/or Oracle Reports) and are using some other product (i.e. PowerBuilder), the Oracle Generator tools would not be necessary for development. The Oracle CASE tools would then be used for Design, Documentation and Schema generation but not development.

More information can be obtained from Kyle or by calling Oracle at (800/633-0728 ext. 4776) and requesting the CDE technology and Executive brochures.

Carl Jarrett has volunteered to do a presentation for the January 1995 meeting.



ITAC Meeting Update

The last Information Technology Advisory Council (ITAC) meeting was held on November 16, 1994. During the meeting, Chair Lois Menzies, Director, Department of Administration, discussed the expansion of local government representation and introduced Sandra Oitzinger, the new county government representative. Another representative from city government is yet to be selected. Several reports were given during the meeting:

- Lois Menzies discussed the Legislative Advocacy Committee's eight-site interactive video conference to present the Strategic Plan and discuss information technology in the state.
- Tony Herbert, Administrator, Information Services Division, presented an update on the state's "SummitNet" project.
- Linda Belflower, Supervisor, Computing Policy & Development, discussed how the strategic action plan is being implemented; and gave an update on the upcoming publication of the 1996-97 *Information Technology Plan*.
- Tom Mulvaney, Systems Analyst, Legislative Council, gave an interesting overview of legislative information systems managed by the Council, with emphasis on what is new this session.
- The rest of the meeting was spent reviewing specific agency legislative initiatives.

For more information on ITAC and its activities, contact Linda Belflower (444-1635) from ISD. ITAC's next meeting is January 12, 1995.



ITMG December Meeting

The Information Technology Managers Group (ITMG) last met on December 7, 1994. The meeting was primarily an educational one. Tim Sweeney, SummitNet Project Manager, Information Services Division, gave two presentations. The first was a technical overview of the statewide project, and the second covered the establishment of several 'issues teams' that have begun formulating the issues that will affect the implementation of SummitNet. The nine issue teams are:

- Management of SNA Requirements
- Distributed Product & Support
- TCP/IP on the Mainframe
- Security Issues & Methods
- Internet
- Educational Institutions
- Funding and Cost of Service/Rate Design
- Non-State Access/Appropriate Use
- Deployment Strategy.

Active ITMG Subcommittees gave status reports. The subcommittees are: Purchase & Cost, Mid-Tier Technologies, Enterprise Software Management, Database Tools, and Training.

For more information on ITMG and its activities, contact Linda Belflower (444-1635) from ISD. The next ITMG meeting is February 1, 1995.

WordPerfect 6.1 is Now Available

WordPerfect for Windows version 6.1 is now available from Novell. This is the first new release of WordPerfect since the WordPerfect/Novell merger, and comes in a bright Novell-Red box. While upgrading WordPerfect to version 6.1, Novell spent much time studying user habits, and incorporated that knowledge into the new version.



WordPerfect

Some features that have been added are:

An improved find and replace works with multiple forms of the same word. . .

Occasionally users will find that they need to replace all forms of a certain word with the same forms of another word. For example, assume that the user had a paragraph similar to the following:

"Yesterday I went to the store and bought several items. Today I am buying several more. Over the next few days, I will buy many more items."

After proofreading the document, the user decides that "purchase" would be a better word to use than "buy". The user first selects find and replace, Selects Word Forms, from the Type menu in the Find and Replace Text Dialog box, and then types "buy" in the Find: field, and "purchase" in the Replace With: field. They proceed with the find and replace, and WordPerfect replaces the appropriate forms of buy with the appropriate forms of purchase. They end up with the following paragraph:

"Yesterday I went to the store and purchased several items. Today I am purchasing several more. Over the next few days, I will purchase many more items."

QuickCorrect has been significantly improved, and now will automatically correct 130 of the most commonly misspelled words. . .

QuickCorrect has been around since WordPerfect 6.0. The feature includes the following features in 6.1:

- Automatically corrects 130 of the most commonly misspelled words with the correct spelling. Additional words can be added easily.
- Corrects Capitalization Errors. Automatically capitalizes the first word in a sentence and removes double capital letters from the first of a word.
- Corrects Spacing Errors. Verifies that there are two spaces between sentences, and only one between words.
- Automatically inserts "Curly Quotes" for both 'Single' and "Double" quotes.

Additional features help users do common tasks. . .

- Letter Expert--Lets users choose from a selection of prewritten documents and prompts users for information about the letter.

- Table Expert--Lets users pick a style to give their tables a

specific look, from simple to presentation-like.

WordPerfect includes 43 different styles, and users can easily create their own.

- Make It Fit Expert--Takes a document that is more than one page, and shrinks or expands it to fill a certain number of pages. The expert will expand or shrink a document up to 50% of its original size.
- QuickFormat--Lets users reuse formatting from one part of a document in another part of the same document. In addition, if the formatting is changed in one part of the document, it will be changed in all locations where the format was reused.
- QuickSelect--Allows users to select text word-by-word automatically, or select a sentence, paragraph, page, or the entire document by clicking in the left margin. It also permits them to change the format of a word without highlighting it.

ISD is in the process of evaluating WordPerfect 6.1 to determine state direction and standards. We plan to publish an article highlighting the results of our evaluation in an upcoming *ISD News & Views*. If you have any questions regarding WordPerfect 6.1 please contact Sue Skuletich (444-1392) or Forrest Christian (444-2921), both from End User Systems Support.



Managing Documents in WordPerfect 6.0

Often a neglected WordPerfect skill--but perhaps the most important one--is managing documents. Too often, we find ourselves digging through subdirectories filled with files and "looking" at each one before we get to the one we want to retrieve.

Using a standard naming convention for your documents is helpful. For instance, all letters can be saved with the file extension of .LTR; Requests for Proposals - .RFP; address labels - .LBL; and so on. That helps until you need to retrieve correspondence pertaining to a certain project and find numerous files with the .LTR extension. You'll save a lot of time by using WordPerfect's Document Summary tool.

WordPerfect allows you to attach a summary to each document you create. The summary, containing pertinent information about the file, is saved with the document. Then, when a certain file is highlighted in the Open File Window, the document's description appears at the bottom on the line below the date and size of file area. You can tell what the document contains before you retrieve it.

To create a summary for your

document, choose **File**, then **Document Summary** from the pull-down menu. The next screen gives you several fields to describe the file. (Descriptive Name, Descriptive Type, Creation Date, Author, Typist, and Subject are WordPerfect's default choices.) To customize the document's summary with a choice of over 50 different options, click on the **Configuration** button. Select from the "Available Fields" list to include them in the "Selected Fields" list. (You can also arrange the "Selected Fields" list by clicking and dragging each item to achieve your preferred order.)

You can be prompted to add a Document Summary to an existing document when you save it. To do so, choose **File**, **Preferences**, **Summary**. Then, click on "Create Summary on Save and Exit".

Creating Document Summaries allow you to use the QuickFinder feature and search on any of the fields associated with your document summary. QuickFinder has the capability of searching through specified directories for certain words or phrases. To accomplish this:

- Click on the QuickFinder button under the "Open File" Window.
- Choose Options.
- Click on Default Summary Fields. (Or All Summary Fields if you have customized your document summary.)
- Fill in any field in The Document Summary area in the bottom half of the QuickFinder window.
- Click on **Find**.

WordPerfect will list all files with the words or phrases you selected in the Document Summary Fields.

If you have any questions on Document Summaries, please contact Sue Skuletich (444-1392) of End User Systems Support.



Using a Cell Reference in a Lotus 1-2-3 Header or Footer

The contents of a cell can be used in a header or footer (/Print Printer Options [Header or Footer], or :Print Layout Titles [Header or Footer]) by preceding the desired cell address with the "\" (back slash) symbol. This feature can only be used as the first and only item in a header or footer, otherwise, the cell reference (for example, "B5") will appear in the header or footer along with any additional information entered into the header or footer.

For example, this functionality will not work with the following:

- "|" (split vertical bar, used to align the elements of a header or footer) when entered directly into the header or footer.
- "@" symbol, used to enter the date into the header or footer.
- "#" symbol, used to enter the page number into the header or footer.
- Additional text or spaces.

The steps for entering a cell reference in a header or footer are as follows (this example assumes that the desired header or footer information is located in cell B5):

/Print Menu:

1. Select /Print, Printer, Options [Header, Footer].
2. Type \B5 and press ENTER.

Wysiwyg Menu:

1. Select :Print, Layout, Titles [Header, Footer].
2. Type \B5 and press ENTER.

Lotus 1-2-3 for Windows Release 1.x and 4.x:

1. Select File, Page Setup.
2. In the Header (or footer) box, type \B5.
3. Click OK.

If you have any questions about headers or footers in Lotus 1-2-3, please call Brian Divine (444-2791) or Jerry Kozak (444-2907), both from End User Systems Support.

File Corruption in Lotus 1-2-3 Release 4.01 for Windows

Several agencies have been experiencing a file corruption problem in Lotus 1-2-3 Release 4.01 for Windows. The symptoms which they have been experiencing are a failure of the 123 MAIN.EXE file when the user attempts to open a file. When this occurs it does not mean that the spreadsheet is gone, it just means that the file has been rendered unusable because of too many left-over formatting commands. To fix your spreadsheet you need to run FIXWK4 on your file. FIXWK4 rewrites the file over the old one, removing any unnecessary formatting commands in the process.

The permanent solution to this problem is to upgrade to Lotus 1-2-3 Release 5.0. According to Lotus Corporation, Release 5.0 eliminates the unnecessary format commands from your spreadsheets that have caused the file corruption, hopefully

solving this problem for good. If you wish to read an in-depth review of Lotus 1-2-3 Release 5.0, see the October 1994 issue of *ISD News and Views*. To receive a copy of FIXWK4, contact Brian Divine (444-2791) from End User Systems Support.

Freelance Graphics



Freelance Graphics 2.01 for Windows

Point and Click! Drop and Drag! That's all you need to create professional presentations! Freelance for Windows allows the novice and learned to create full color, visually stimulating, high-quality documents with little, if any, previous experience. The user starts Freelance and is prompted to create a new presentation or work on an old one. Click on OK and Freelance will prompt you to choose a background SmartMaster for your presentation. The various SmartMasters available cover the gamut from simple graduated blue backgrounds, to complex geographical projections. After choosing a SmartMaster, the user is again prompted to select a page layout for their project. You can choose Bulleted Text, Outlines, Tables, or several other layouts. For the advanced user, Freelance allows you to design any type of layout you can imagine.

Once you have selected your SmartMaster and your page layout,

then you are ready to create your document. Freelance is very user friendly and prompts you on the screen to "Click Here to Add a Title", and "Click Here to Add Text". When you click in an area on your page you will open a window which allows you to input your text. At the top of your window you will see the words TIPS... and OK. If you choose TIPS... Freelance will give you hints about available options and keystrokes. If you choose OK you will close the window and your text will appear where you typed it.

Freelance also offers Grouping of Objects, Rotation, a Corel-Like drawing pad, and many other desirable features. Freelance will take the hassle out of creating handouts and overheads for your presentations. So, the next time your boss asks you to design a presentation don't reach for the Valium! Instead, double click on the Freelance Icon and create your own awe-inspiring exhibition!... If you have any questions concerning Freelance Graphics please call Brian Divine (444-2791) from End User Systems Support.

Professional File Users - BEWARE!

If you are a network user of file management software known as Professional File (PFS) and are considering a move to NetWare 4.0, BEWARE!

NETWARE BINDERY DATABASE that previously drove the security access of PFS has been replaced by NETWARE DIRECTORY SERVICES

DATABASE. The result is that critical information necessary to operate in a multi-user environment is no longer shared between the NetWare database and the PFS application.

PFS was last produced in 1990 and is compatible only with network software that was also available in 1990. Software Publishing Corporation (SPC) has no plan to upgrade it.

When queried about support for the product, SPC stated that they did not know how long it would be continued. Support MAY continue as long as it is funded. When SPC is called, a clock starts ticking for thirty days of free support. After free support expires, you can either sign up for a new support stint (no cost was quoted), pay with a credit card at the rate of \$25 per call or call a 900 number for \$2.95 a minute.

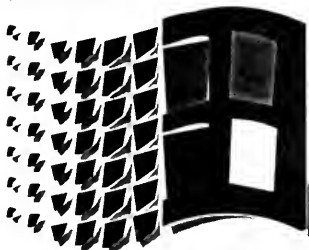
An SPC support person said they are not recommending any particular replacement software. According to the representative, it is possible to export data from PFS to ASCII "so it can be migrated to any database".

The alternative to converting to a new file management system is to purchase PFS and run it as a standalone on PCs while keeping the database(s) on the server. A second choice is to load several copies of PFS on the server, each copy being accessible to one user at a time.

"If you are a network user of file management software known as Professional File (PFS) and are considering a move to NetWare 4.0, BEWARE!"

Information Services Division/End User Support is evaluating a replacement application. If you are a PFS user and have questions

about the replacement for PFS, call Candace Rutledge (444-2858) from End User Systems Support.



WINDOWS FREEBIES!

SCHEDULER

PC Magazine's
Douglas Boling
has provided
Windows users
with another
Windows freebie
- SCHEDULER.



Following are excerpts
from the doc file that accompanies
SCHEDULER.

SCHEDULER (VERSION 1.0)
Copyright © 1994, Douglas Boling
First Published in *PC Magazine*
December 20, 1994 (Utilities)

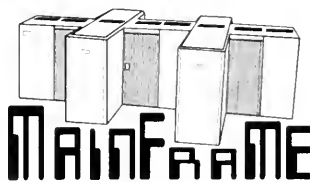
SCHEDULER automatically runs
DOS and Windows programs
according to a schedule that you set.
Programs can be scheduled to run
once, many times per day, on certain
days of the week, or on certain days
of the month.

To install SCHEDULER, simply
copy the program file, SCHED.EXE,
to your hard disk. Then create an
icon for it using Program Manager,
and place the icon in your Startup
Group. Scheduler will then be
launched automatically each time
you start Windows. When you first
install SCHEDULER, you can
launch it by double-clicking on its
icon. To schedule a program, click
on the Add button. Fill in the details
in the dialog box presented and click

on the OK button. Events can be
edited and deleted by selecting them
in the main window listbox and
clicking on the appropriate button.

There are three sections in the Add
event dialog box: Event Type, Event
Details, and Program Details. The
Event Type section is where you
choose whether to schedule an event
to run once, to reoccur at a set time
interval, or to run on a certain day of
the week or day of the month.
Depending on the type of event you
choose, you will be requested to fill
in different fields in the Event
Details section. The Program Details
section, along the bottom of the
dialog box, lets you specify the
command line for running the
program, the working directory, and
the state of the program when
launched--minimized or not
minimized. Generally, it is best to
start scheduled programs as icons,
running in the background. This
prevents the automatically launched
program from grabbing focus while
you are in the midst of using another
program.

SCHEDULER was published in the
December 20, 1994 issue of *PC
Magazine*. To obtain your copy of
SCHEDULER, contact Denny
Knapp (444-2072) of End User
Systems Support via ZIP!Mail or by
phone.



Mainframe Disaster Recovery Test

The third disaster recovery test for
the MVS/ESA operating system took

place on November 10-11 at the
Weyerhaeuser Federal Way,
Washington site. The objectives of
this test were:

- IPL the State of Montana two
DASD pack 'rescue' operating
system
- Restore the complete DASD
configuration of the State of
Montana
- Load VTAM and NCP and test a
significant portion of our
telecommunication network
- Test printing on laser printer in
Helena via the PIXNET channel
extender
- Test the functioning of our
mainframe security software
- Test the startup of the
Department of Justice Motor
Vehicle database system
- Test the recovery of four major
State of Montana production
application systems: Warrant
Writer System from the State
Auditor Office, SBAS and
Payroll from the Department of
Administration, and TEAMS
from SRS

The rescue operating system was
brought up successfully. Using this
two-pack configuration, 102 DASD
volumes were restored from Fast
Dump Restore (FDR) backups in two
hours and 45 minutes. The
production MVS/ESA operating
system was then IPL'd, tested and
the network connections to Helena
were established before the users in
Helena could test. The Warrant
Writer, SBAS and Payroll systems
were tested successfully on
November 10th. The following day,
the network connection to Kalispell
failed due to problems with the
phone lines and hardware in
Kalispell. Because of this, TEAMS
was unable to do any testing at
Kalispell. TEAMS had already
tested from Helena at the previous
disaster recovery test in September
1993. All other objectives were
successfully met.

For the next disaster recovery test,
ISD hopes to include an agency

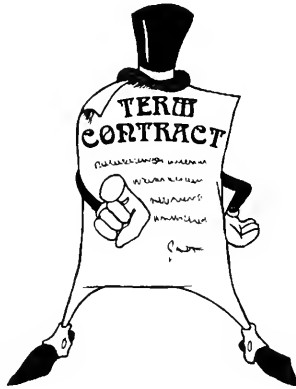
using an AS/400, since our contract with Weyerhaeuser provides support for this hardware. We will also be testing other production applications, a larger part of our telecommunications network and possibly even remote console support.

ISD Installs Additional 3390 DASD and 3490 Cartridge Tape Drives

In November, Computer Operations Bureau installed 12 volumes of 3390 mod 2 (1 unit) and 20 volumes of mod 3 (2 units) Direct Access Storage Devices (DASD). The new DASD replaced 12 volumes of 3380K (3 units) and an additional four volumes (1 unit) will be removed shortly. This decreased our 3380K DASD capacity by 25% and increased our 3390 DASD capacity by 80%. This extra capacity will allow us to gradually replace more of the 3380K devices. The 3390 DASD take up less floor space, hold more data and the seek time is faster. The main difference between mod 2 and mod 3 3390 DASD is the number of cylinders per device--mod 2's have 2226 cylinders and mod 3's have 3339 cylinders. Both of the 3390 DASD models have 56,664 bytes per track and 15 tracks per cylinder. The 3380K DASD devices have 47,476 bytes per track and 15 tracks per cylinder. ISD now has a total disk capacity of 268.57GB. Our DASD usage growth in 1994 was 21%. Currently, we back up 211.81GB in under two hours. **PRETTY AMAZING!!!!**

Eight 3490 tape cartridge drives were also installed along with a

control unit. These new drives are not on ESCON (fiber optic) channels as are the other cartridge drives. This brings the number of 3490 cartridge drives available to twenty-four. The additional devices will eliminate any contention for tape drives during ISD's heavy batch processing time period from 5:30 pm to 9:00 pm. On the average, 400 - 500 scratch tapes and over 100 existing tapes are used nightly during this time.



Term Contract Status

Term Contract Obligations

The microcomputer term contracts were established as a means to facilitate the purchase of PCs and promote standardization. Agencies are **obligated** to purchase a PC from one of the term contract vendors: DEC, Dell, or IBM. Since the inception of the term contracts, many peripheral items have been added to the contract (such as hard drives, memory, dot-matrix printers, etc.). These items were added for convenience, so the agencies may order them without the hassle of jumping through the purchasing hoops. However, agencies are **NOT obligated** to purchase these items from the term contract (despite what

the vendors may tell you). It is recommended, however, that you turn first to the term contracts before buying elsewhere. The term contract price is usually the lowest you'll find, and the vendors are proven and reliable. In buying from non-term contract vendors, "Ya pay your money- ya take your chances".

Pentium Gone Bad

The Basic Scoop: Intel's Pentium chips have a problem with floating point math. Intel tried to downplay the situation, and it blew up in their face (see recent newspaper and magazine headlines for complete information).

What it Means: Most state agencies owning a Pentium will not be affected by this flaw. Those using Pentiums for CAD work and statistical functions, for example, may want have the chip replaced.

Options:

Dell Dell will replace the faulty chips upon request. Place a service call to 800/274-7799, ext. 67081. A service technician will come on-site and put in the new chip. For accounting purposes, agencies will be billed and credited for this service. Agencies will have the option of keeping the bad chip and sending it in for credit, or having the technician take it with him. The lead time for having the chip replaced is 2-4 weeks after request. All orders for Pentium systems will be delayed until they can ship them with the replacement chips. Dell has stated that the ship date for P60 systems with the new chip is 1/11/95. All other Pentium systems are available now.

DEC Digital has received a shipment of Pentium chips from Intel, and is prepared to replace them upon request. To get a replacement chip, call the DEC service number (800/354-9000). DEC will send a service technician to replace it.

Published by:

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This newsletter is dedicated to educating and informing the reader with pertinent ISD news. Materials may be reproduced without permission. Alternative accessible formats of this document will be provided upon request.

IBM ComputerLand claims that IBM shouldn't have any PCs out in the world that contain the bad chip. Further, they will not ship any Pentium systems with the faulty chip. ComputerLand says that this shouldn't affect any of the orders, and agencies should proceed as normal with any orders.

Computing Policy & Development (CPD) will inform agencies via ZIP!Mail with further news regarding the Pentium situation.

Price Lists

CPD tries its best to get price lists to the agencies in a timely manner. However, if a price list is not as up-to-date as you'd prefer, the following information may help:

Dell's prices are highly volatile, and they offer many promotional bundles. We recommend that you call them to get a current price quote. DEC & IBM price lists are more static, and the current price list should be accurate. However, if the price list is over a month old or you are planning a large purchase, it's best to get a quote from them.

If you see a screaming deal on term contract PCs in a magazine, go for it! Agencies may purchase any

advertised bundle from any of the vendors, as long as the purchase is made through the established term contract channels. Prices from Dell and IBM are as advertised. As for DEC, agencies can order from the DEC Direct catalog and take off 8% from the list price. CPD is working with the vendors to establish a mechanism to get agencies access to up-to-the-minute prices--preferably some sort of on-line access. We'll keep you posted on this effort.

A Final Note

The Purchase & Cost ITMG subcommittee is working to re-negotiate the present contracts. We're changing some of the language regarding support, service, and the ordering process. This is in response to recent complaints from several state agencies. We hope by tightening the language, the state will receive the support and service it deserves. The subcommittee is also looking into alternate means to acquire microcomputers and peripherals in the future. Please contact Brett Boutin (444-0515) if you would like to relay any concerns or ideas in this area.

Dell Sales Rep

Scott Mangum (800/274-7799 ext. 66226), who suffered a medical emergency recently, is fully recovered and is back in place as the State's representative. His backup, should he be unavailable, is Dina McMearn (ext. 61187).

ComputerLand of Helena New Products

IBM has added two new PC series: the PC 300 and the PC 700 series. Major highlights of these boxes: The Pentium models in both series do not contain the "bad" Pentium chip. (The "bad" Pentium chip is the one that has been experiencing minor problems with floating point math.) In response to the Microchannel/ISA incompatibility

concerns, IBM will offer, on the 700 series, a feature called "Select-a-bus". This allows you to choose either an ISA/PCI combo or a MCA/PCI combo. The boxes have lockable front panels, which will prevent unwanted copying of information to and/or from the PC. The units have enhanced IDE, which means you can attach up to four devices on the IDE controller. CD ROMs that come with the unit are IDE. For more information, call Mike Price or Patrick O'Leary at ComputerLand of Helena (443-3200).

ISD Customer Support Center 444-2000

Got a problem (opportunity)? Do you need ISD assistance for any of your information processing requirements? Then contact the ISD Customer Support Center (formerly the Network Assistance Center), which is our central point of contact.

Deadline/Editor's Note

If you would like to submit an article to *ISD News & Views* for publication, please send it to Curt Secker or Irv Vavruska, preferably via ZIP!Mail. Please have your article in by the date listed below for inclusion in the corresponding month:

February Issue	01-20-95
March Issue	02-17-95
April Issue	03-17-95

ISD
Information Services Division

Training Calendar

This document has been assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6800.

All classes will be held at the Helena College of Technology, Room 210, at 1115 N. Roberts, unless another location is specified. Please note that these costs are subject to change each July 1st.

To enroll in a class, you must send or deadhead an **enrollment application** to the State Training Center, HCT, Helena, MT 59601. If you have questions about enrollment, please call 444-6800. *Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class.*

	<u>DATES</u>	<u>COST</u>	<u>LENGTH</u>
Data Network/Mainframe Classes			
Introduction to TSO/SPF	January 3	85.00	1
Introduction to JCL	January 4, & 5	170.00	2
<i>(You must take a CBT course as a prerequisite to Introduction to JCL)</i>			
Novell 526 3.1-4.0 Upgrade	January 9 thru 12		4
Oracle: Arch. & Administration	January 9 thru 13	808.00	5
Novell 525 Adv. Administration	January 17, 18 & 19		3
Introduction to Oracle	January 24, 25, & 26	212.5	2 1/2
PowerBuilder	January 30, 31, & Feb. 1	255.00	3
CICS Command Level Programming	March 13 thru 17		5
Introduction to Novell 4.0	March 22 & 23	170.00	2
Microcomputer Classes			
Introduction to Windows	February 2	85.00	1
PC Memory Management	February 27	85.00	1
Intermediate Windows	February 28	85.00	1
Introduction to Windows	March 7	85.00	1
Freelance for Windows	March 21	85.00	1
Word Processing Classes			
WP for Windows Merge & Sort	February 22	42.50	1/2
WP for Windows Macros	February 23	42.50	1/2
WordPerfect 60a for Windows	March 1 & 2	170.00	2
Desktop Publishing with WP60a	March 8 & 9	170.00	2
Spreadsheet Classes			
Lotus for Windows Macros	February 7 & 8	170.00	2
Lotus for Windows Graphics	February 9	42.50	1/2
Intermediate Lotus for Windows	February 14 & 15	170.00	2
Lotus for Windows	March 28 & 29	170.00	2

The Helena College of Technology makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the College no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6800.

ISD CLASS ENROLLMENT APPLICATION
COMPLETE THIS APPLICATION **IN FULL** AND
RETURN IT **ONE WEEK PRIOR** TO THE FIRST DAY OF CLASS

COURSE DATA

Course Requested: _____

Date Offered: _____

STUDENT DATA

Name: _____

Soc. Sec. Number (for P/P/P): _____

Agency & Division: _____ / _____

Mailing Address: _____

Phone: _____ Agency #: _____

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

BILLING INFORMATION/AUTHORIZATION MANDATORY

Responsibility Center: _____

Authorized Signature: _____

**FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS
CANCELLATION IS MADE THREE BUSINESS DAYS BEFORE
THE START DATE OF THE CLASS.**

**DEADHEAD COMPLETED FORM TO:
COMPUTER TRAINING CENTER
HELENA COLLEGE OF TECHNOLOGY
OF THE UNIVERSITY OF MONTANA
PHONE 444-6800 FAX 444-6892**



Department of Administration
Information Services Division
Mitchell Building, Room 222
P.O. Box 200113
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